

**INDIAN HEALTH SERVICE
INFORMATION SYSTEMS COORDINATORS
MEETING**

Albuquerque, New Mexico
November 19-20, 2003

ACTION ITEMS

1. Information Technology Support Center

A. Software Engineering Team (Huggins)

- 1) Provide ISCs with a password to the ISC Directory for Patches. We generally send all restricted files, both applications and patches, to each Area Office system on initial release. New passwords have not been provided.
- 2) ISCs requested Cache with the patches. All Cache licenses have been distributed. Licensing process is expected to change due to new agreement with Intersystems.
- 3) Provide ISCs with a comprehensive update for ICD and CPT codes so they don't have to incrementally load previous patches/updates. After checking with technical staff, this cannot be done. The CPTs are sent out in a comprehensive version every year. ICD are not sent out due to the codes not being DINUMed. There are local codes that are now in the system. It would be very difficult and probably error prone to use cross references to make any convergence.
- 4) Provide ISCs with a list of anticipated software application releases and dates through the ITSC newsletter. Third quarter releases were provided in the April Newsletter.
- 5) Develop a GUI standard. FJ Evans, ITSC/Tucson, has provided the SET with a first draft of GUI standards.
- 6) Provide central coordination of IT Projects. (e.g. multiple GUI projects going on with no central coordination.) Propose doing this through ISC website.
- 7) Provide ISCs with RPMS patch tracking software. (Access to tool on the Web to show what RPMS applications are running at individual sites.) The SET would like to see the Web tool Oklahoma Area referenced, would they be willing to share it with everyone? TMT is distributing software to Area Offices that will automatically update Microsoft patches to field computers.

B. Help Desk (Richardson)

- 1) Redistribute the Peregrine information on setting up an Area Help Desk to the Areas; provide ISCs with a comparison of which Areas are calling and identify which Areas are using it more and who might need additional resources for Help Desk. Help Desk is currently waiting on verification that all ISCs have been provided access to the SC reports page, which will provide them with the SC ticket call statistics. On receipt of verification I will again provide the URL for this page, and the URL to download and install the Peregrine Service Center client.

C. Data Warehouse Project Team (Griffith)

- 1) Provide ISCs with a report on DW data load at the Area level. An "ISC Notebook" is now published on the web. It includes a copy of the load schedule, load status schedule, the incremental issue, and individual reports to each Area as their load approaches or is in progress. The load schedule is a regularly updated version of the one that was presented to the ISCs in August 2003 during their conference call and then again in November 2003 at their in-person meeting in Albuquerque.
- 2) Notify Area ISCs prior to their facilities actually submitting their data directly to the DW. The technical lead to the DW Project, Lisa Petrakos, additional personally contacts each ISC well prior to the start of their Area's load to remind them.
- 3) Floyd Dennis made a formal request for the Data Warehouse Project to put their time table on hold until Area consultation has occurred. We were not previously aware of this specific request, but are now and will, of course, accommodate.

D. Self-Determination Services Team (Bruce Parker)

- 1) Develop documentation for telecommunications share, as well as documentation for NPIRS, software, hardware, and training. In progress.
- 2) Add GPRA to the activities that RPMS supports on the SDS website. Completed.
- 3) Develop more flow charts of RPMS, ITSC work flow, and projection of upcoming projects to assist field staff in explaining to tribes the benefit of leaving shares for ITSC support. In progress, the SDST has completed some flow charts for RPMS components.
- 4) Place RPMS flow charts shown in the meeting on the RPMS portion of the web site, not the Self-Determination section. Not accomplished yet.
- 5) Provide Help Desk with listing of whether or not Tribes left shares for ITSC support. Provided the Help Desk a listing of compacted tribes and they are tracking calls by this method. Since Funding Agreements are not returned in a timely manner, it is impossible to give the Help Desk an accurate listing of share left with the tribes. I believe Bruce is trying to work out a method to be able to give a listing of whether or not Tribes have left shares.

E. Technology Management and Telecommunications (TMT) (Tom Fisher)

- 1) Establish a test environment for RPMS testing and Hardware testing at the ITSC, including EHR. Hardware to establish the test environment was ordered in January, but has not been received yet. EHR hardware also ordered, but not delivered yet. Once hardware is in place, we can begin the test environment setup.
- 2) Make decision whether IHS is going to continue to use AIX 4.3. RPMS Field Servers running Unix 4.3 need to be upgraded to 5.2 by 12/31/03. Tom Fisher agreed to work with the Areas to ensure the latest version of AIX is installed on AIX equipment. AIX 4.3 is still installed at approximately 2/3 of our AIX sites. The Computer Systems Management Team has to perform all updates as we have no other way to get them done.
- 3) Distribute Cache licenses. All Cache licenses have been distributed. Licensing process is expected to change due to new agreement with Intersystems.

- 4) Need a strategy to keep all Windows system updated with latest patches. Tom Fisher to test his new software to see what is needed to make it work. All additional software ordered and is being distributed to the Areas from implementation.
 - 5) Tom Fisher agreed to work with USAC to ensure refunds are going to the correct Areas. Bradley Platero is working on the process.
 - 6) Shirley Zuni, TMT, agreed to compile a list of each site that needs the cards along with related costs. This will be provided to the Area for purchase consideration. Ken Russell stated that if the PBX does not send out the origin number, the Areas bill for MCI services may not be correct. Report to be provided by April 6, 2004
 - 7) Tom Fisher will check with Jem Davis on Microsoft updates, both critical and non-critical. Still researching this issue.
- F. ITSC Contracting Support (Gonzales)
- 1) Research possibility of InterSystems enterprise licenses. Enterprise license being negotiated and will be in effect July 1st.
- G. Security (Rob McKinney's responses)
- 1) Use the Help Desk data to identify security issues. I believe this is OEH's injury tracking web application. Tried contacting Alan Dellapenna, the Acting Injury Prevention Program Manager, but there has been no response, I'll try another POC.
 - 2) Implement teams to go out and conduct risk analyses and assessments in the field. This was further discussed during 6-8 Jan 04 meeting in Abq. The decision was to acquire one additional contractor to begin audit functions across IHS. Development of teams will be revisited some time in the future.
 - 3) Implement teams with members from throughout the IHS to respond to incidents. This was further discussed during 6-8 Jan 04 meeting in Abq. It was decided that already possessed incident response capabilities.
 - 4) Implement a Headquarters team to conduct C&As. This was further discussed during 6-8 Jan 04 meeting in Abq. The decision was to acquire one additional contractor to begin audit functions across IHS. Development of teams will be revisited some time in the future.
 - 5) Dedicate an AIX server at the ITSC for contingency planning to download Area data. Talks have been conducted with a consultant to review COOP requirements and make recommendations for data backup locations etc. A proposal from the consultant has been reviewed but needs improvement. A SOW will be developed in April 2004.
 - 6) Determine whether IHS should stop spending money on certificates right now since HHS is coming out with PKI. The User certificates purchased in the summer '03 will be distributed when possible. SSL certificates are required at some locations now and will be used until HHS' deployment is in full swing. HHS' phase in plan begins spring '04 and will take a number of years to fully implement. Some certificate requirements will need to be addressed in the interim.

2. Information Systems Coordinators

A. Develop an official ISC working group with a purpose, charter, and chair. See draft charter (ISC's have selected a Chair and next action item will be to select a Co-Chair)

B. Compile Area staffing, infrastructure and budget information and provide the information to the CIO. A number of Areas have submitted an Area staffing list. Need your office to identify which Areas still need to submit the listings.

With regard to the infrastructure, all Areas were required to submit this information last year to Kathy Federico, however, Areas must submit the latest information to update last years listing as we have upgraded servers (AD/Exchange 2003), Network hardware upgrades, etc.

With regard to the budget, All Areas except for Alaska and Navajo are budgeted primarily for salaries, benefits and travel. Most Areas that do not have a budget for the fiscal year, are allowed to purchase hardware/software/services, but do not have a specific budget to plan these projects out thoroughly.

Navajo Area Office IT budget for FY04 is approx \$4.8 mil (\$1 mil for sal/ben/trvl, \$1 mil for AD/Exch 2003, \$1.8 mil for Telehealth Network (current and expansion) and \$1mil for Area-wide projects/upgrades. Service Units are primarily budgeted for Salaries/Benefits/Travel/Trng with various purchases during the year, however, for the remainder of FY04, CEO's are being requested to implement an IT budget (hardware/software) ranging from \$120k to \$500k.

C. Work with appropriate HR staff to implement standard IT Position Descriptions. See 3A below.

D. Reduce mailbox size to 100 MB or less. This has pretty much been accomplished with a few Areas still reducing mailbox size. Aberdeen, Billings, Nashville, Portland still in process of deciding on purchase/install timeline.

E. Do anti-virus installs right away in Areas/locations prior to coming on line with Active Directory. All sites that are preparing for AD have completed this task.

F. Check with Matt Parkinson, DIR, on the SDP contract. It is available but not everyone is using it. This is not applicable to all sites. However, this information has been distributed to the Areas.

G. Develop a cost analysis where use of local vendors would significantly reduce the cost for the VBNS instead of having to purchase these services from MCI. This is an Area-dependent task. Alaska, Aberdeen, Navajo and Phoenix have a significant interest (cost savings) by utilizing local vendors. Not all Area facilities have seen an MCI cost for service to compare with. MCI may not have the ability to provide service in some locations.

H. Remove group passwords. Still being accomplished, will probably be ongoing until all IHS has converted to AD.

I. Utilize the web-based tool that identifies whether MSM or Unix is running at a particular site and also, what RPMS applications are running at individual sites. (Note: Kevin Rogers has information on the tool, Oklahoma and Phoenix Areas use it.) Due to communications issues with Oklahoma Area, did not receive an update.

- J. Dale Smith asked the ISCs to call him or Rick Pullen for assistance with the password to the ISC Directory and Cache. [No Action Required](#)
 - K. Ray Willie asked the ISCs to report any concerns to him on the migration from AIB to BXP. [No Action Required](#)
3. **Chief Information Officer (Longie)**
- A. Work with appropriate HR staff to implement standard IT Position Descriptions. [Assigned to new CIO staff member, Rachael Tracy, who is drafting the PDs.](#)
 - B. Develop a staffing model for IT staffing at the Areas in coordination with ISCs and Area Directors. [In progress \(Tracy\)](#)
 - C. Develop standardized Position Descriptions and grades for IT staff at the Areas. Different Area Classifiers rate same job with different grade. [In progress \(Tracy\)](#)
 - D. Research USAC funds/credits sent to IHS Headquarters East and request that Finance reallocate them to the Areas. [No Activity to date.](#)
 - E. Establish a Standard Configuration Committee to put an IHS desktop standard recommendation together. (volunteers for committee so far are Mike Alpert, Oklahoma City Area and Christy Tayrien, CIO Office staff.) [The CIO office staff has compiled desktop standards from HHS and other OPDIVs. The committee has not met to date.](#)
 - F. Hold monthly ISC conference calls. [ISCs are conducting monthly conference calls. The CIO office needs minutes of calls to put on ISC website.](#)
 - G. Provide the ISCs with the CIO's Expectations, Responsibilities and Role of the ISC Chair prior to any formal selection of the Chair and/or Co-Chairs. [ISCs have elected a Chair and have drafted a charter. See attachment.](#)